KANSAS.GOV

Information Network of Kansas
Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending December 31, 2008

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For the month ending December 2008

Executive Summary

Kansas.gov is staying very busy and productive as 2008 has come to a close. Some of the high points for this month include:

~Hosted the annual JCIT/INK Board Holiday dinner at Aboud's on December 8. Each attendee was given a Kansas.gov calendar, overview brochure, mug and holiday card.

~Efforts continued against the Kansas Business Center initiative in the month of December:
- Continued Web site construction based on wireframe approval.
- Held a second Kansas Business Center Web site u
- User-testing session with the Steering Committee at Washburn University in Topeka, on December 3.
- Held Kansas Business Center online chat support overview meeting with Network Kansas Referral Coordinators and Kansas.gov Help Center representatives on December 16.
- Created Kansas Business Center planogram to be utilized for tracking page/position performance in Google Analytics.
- ***Launched the new Kansas Business Center Web site on December 22!! Soft launch occurred this day, and it will be formally announced on January 5, 2009.***
- Published Kansas Business Center internal communication Web site and included in launch email to steering committee.
- Created a Press Release to announce the Kansas Business Center, to be published on January 5, 2009.
- Developed tile for the MyKansas page to promote the Kansas Business Center, to be published on January 5, 2009.

~Launched the re-designed Kansas Small Business Development Center Web site (utilizing the Kansas.gov Content Management System) on Monday, December 22. The following activities are planned in support of the launch:
- Created a Press Release to announce the Kansas Small Business Development Center Web site, to be published on January 5, 2009.
- Developed tiles for the MyKansas page to promote the Kansas Small Business Development Center Web site, to be published on January 5, 2009.

~Kansas.gov staff volunteered at Let's Help on December 17. With team members sporting their new Kansas.gov shirts, the staff assisted with delivering donated gifts to Let's Help clients. In addition, Kansas.gov donated canned goods and new toys to the Let's Help organization.

~Dustin Engelhaupt was re-hired by Kansas.gov as a Senior Developer. His coding expertise and knowledge of the portal environment will prove to be very valuable assets.

Please contact me if you have any questions at 785.296.5275 or via email at lisa.counts@www.kansas.org.

Respectfully Submitted,

Lisa R. Counts

Lisa R. Counts, General Manager

New Service Requests & Contracts for Approval

Service Requests

No Service Requests were submitted during the month of December.

Contracts for Approval

No Contracts were submitted during the month of December.

New Applications Deployed

Agency	Service	Deployment (Month)
KDOA	KanView - Taxpayer Transparency Act	Feb-08
KDHE	HOC Criminal Record Check	Mar-08
KSBEMS	Ambulance License Renewal	Mar-08
KSBOA	License Individual Renewals	May-08
KDOR	KARDS	Jun-08
KDA	Seed Business Registration	Aug-08
KBI	Registered Offender 2007	Oct-08

Applications in Development

Agency	Service	Targeted Deployment (Quarter)
KDHE	HOC Exam Application	Q4 2008
KSSBEO	Optometry License Portal	Q4 2008
Leg	Admin: Create Document Admin Site	Q4 2008
GOV	Grant Portal Phase 3	Q4 2008
KDHE	HOC Change of Address License Replacement	Q4 2008
KDOR	Homestead Refund Claim	Q4 2008
KIC	ICD Elimination	Q4 2008
KIC	Kansas Business Center 2008	Q4 2008
KIC	Subscriber Home Page	Q1 2009
BOC	License apps and renewals	Q1 2009
KSBEMS	Attendant License Verification	Q1 2009
KSBN	License Renewal 2008	Q1 2009
OJA	DCRS Instant Access	Q2 2009
KIC	Self Registration	Q3 2009

Agency	Service	Deployment (Month)
COTA	Claim Filing	Q4 2009

Project Change Requests

Agency	Service	Deployment (Month)
KDB	Dental License Verification	Jan-08
KDHE	License Renewal Jan 08 Mods	Jan-08
KIC	Remove Bills in Committee table	Jan-08
KREC	Renewal Add Disciplinary Question	Jan-08
KSBN	Nursing License Renewal K-SERV Link	Jan-08
KSBTP	Renewal Change Fees	Jan-08
OJA	DCRS Integrate JoCo	Jan-08
KSAG	Amber Alert Change AG Name	Feb-08
KSBHA	License Renewal Feb 08 Mods	Feb-08
KREAB	Appraiser License Renewal 2008 Mods	Mar-08
KSBEMS	Ambulance Post Deployment Modifications	Mar-08
KSBHA	HTML Rpt CEU Text Year Mods	Mar-08
GEC	Campaign Finance	Apr-08
GOV	Add Instructions Link (WAD-050)	Apr-08
KREAB	Add Renewal Report (WAD-049)	Apr-08
KSBN	Annual Report 2008 Mods (WAD-034)	Apr-08
LEG	Eliminate Resolutions from Bill Search	Apr-08
GOV	Grant Portal P2 Add Instructions Link	May-08
KSBHA	License Renewal May 2008 Modifications	May-08
KSBTP	Increase allowed number of rows	May-08
SOS	Add PA Type	May-08
SOS	AR Change Delete Function	May-08
SOS	Global Changes	May-08
SOS	AR: Incorrect EC Fee	May-08
KSBOA	CPA: Increase character limit in two fields	Jun-08
KSBOA	Firm Renewal Add Disclosure Statement	Jun-08
SOS	AOI: Change Delete Button	Jun-08
KREAB	Appraiser License Renewal Add New Question	Jul-08
SOS	Change Delete Button	Jul-08
SOS	AR: Change PA secretary rule	Jul-08
BOA	Change text CPE page	Aug-08
BOA	CPA: Add dollar amount	Aug-08
BOA	CPA: Allow decimals in CPE field	Aug-08
DOA	Kanview 2008 Update	Aug-08
DOA	Kanview: Text Changes August 2008	Aug-08
GOCO	Gove County Property Tax	Aug-08

KREC	Verification: Limit Search	Aug-08
KSBHA	License Renewal Aug 2008 Modifications	Aug-08
KSBHA	LR Malpractice and Unlicensed LRT Change	Aug-08
LEG	Res: Allow search for Resolution Archive	Aug-08
LEG	Web page: Add employment hot link	Aug-08
SOS	UCC: Debtor Termination treated as Amend	Aug-08
SOS	AOI: Signature Organizer	Aug-08
BSRB	License Renewal: Change error message	Sep-08
KDB	License Renewal: Text Change August 2008	Sep-08
KDB	License Renewal: Miscellaneous Text Change	Sep-08
KSAG	Concealed Carry May 2008 Form Changes	Sep-08
KSBEMS	Attendant License Renewal 2008 Modification	Sep-08
KSBEMS	Attendant License Renewal Change Import	Sep-08
KSBHA	License Verification Expand Verification Info	Sep-08
KSBHA	License Verification Subs March 2008 Modifications	Sep-08
SOS	AR: Increase Character Limit on the AG page	Sep-08
KDA	Seed Business Registration Business Name	Oct-08
KDOR	IFTA Renewal 2008 Modifications	Oct-08
KSAG	Concealed Carry: Sheriff List Update	Oct-08
LEG	Web: Employment Hot link #2	Oct-08
BOA	Firm: Change text on two disclosure stat	Nov-08
KSBHA	License Renewal October 2008 Modification	Nov-08
SOS	CGS/LGS: Increase Fee	Nov-08
SOS	AOI: Increase Fee	Nov-08
SOS	UCC: Filing: Increase Fees 1's	Nov-08
SOS	UCC: Filing: Increase Fees 2's	Nov-08
SOS	Name Reservation: Increase Fee	Nov-08
KDHE	HOC CRC Modify Subject Processing	Nov-08
KDHE	HOC CRC Change Field Validation	Nov-08
SOS	Disso: Remove "Delete Selected" button	Nov-08
SOS	UCC: Filing: Misc Changes	Nov-08
KDB	Change the way Contact ID field is handled	Dec-08
KDOR	WebFile 2008 Tax Year Modifications	Dec-08
KDOR	KBC Business Tax Registration KBC Upgrade	Dec-08
KDOR	KBC Business Tax Registration IEIN Registration	Dec-08
SOS	KBC: (AOI, NR, NA) KBC upgrade	Dec-08
SOS	BESS: KBC Upgrade	Dec-08
SOS	AR: KBC upgrade	Dec-08
SOS	CGS/LGS: KBC Upgrade	Dec-08
SOS	Name Change: KBC upgrade	Dec-08
SOS	RO/RA: KBC Upgrade	Dec-08
SOS	Auth Val: KBC upgrade	Dec-08

SOS	Disso: KBC upgrade	Dec-08
KIC	KPX 2008 Enhancements	Q1 2009
KSBEMS	Ambulance LR April 2008 Modifications	Q1 2009
KSBHA	License Verification Free March 2008 Mod	Q1 2009
SOS	RO/RA: Create image when user doesn't view	Q1 2009
WYCO	Legacy DCRS Down Message Change	Q1 2009
KSBHA	License Renewal Feb 09 Cycle Mods	Q1 2009
SOS	AOI: Increase Fee	Q1 2009
SOS	CGS/LGS: Increase Fee	Q1 2009
SOS	Name Reservation: Increase Fee	Q1 2009
SOS	UCC: Filing: Increase Fees 1's	Q1 2009
SOS	UCC: Filing: Increase Fees 2's	Q1 2009
KBI	PI License Verification 2008 Modifications	Q2 2009
KBI	PI License Verification 2008 Modifications	Q2 2009
KBI	Registered Offender Update FAQ Text	Q2 2009
KDHE	Dry Cleaning Renewal: Update year and certificate	Q2 2009
KDHE	HOC CRC Add Subscriber Option	Q2 2009
KDHE	HOC CRC Admin Orders Detail Report	Q2 2009
KDHE	HOC CRC Domain Change	Q2 2009
KDHE	HOC: CRC Modify DOB Validation	Q2 2009
KDHE	HOC License Renewal Import Notification	Q2 2009
KDOL	UIPB Add CCD Format	Q2 2009
KDOL	UIPB Modify Failed Payment Processing	Q2 2009
KIC	CMS March 2008 Enhancements	Q2 2009
KREC	Verification: CEU: Error Message change	Q2 2009
KSBHA	HTML Report Add Exempt Radiologic Tech Question	Q2 2009
KSBHA	LR HTML Report Add Insurance Audit	Q2 2009
KSBHA	LR HTML Report Nov 08 Mods	Q2 2009
KSBN	KANNCheck Add Voucher Payment Option	Q2 2009
KSBN	Nurse LicRen Audit Requirements Change	Q2 2009
LEG	Bills: Keyword Search	Q2 2009
OJA	DCRS Instant Access	Q2 2009
SOS	BESS: 2009 Enhancements	Q2 2009
SOS	RO/RA: Create image when user doesn't view	Q2 2009
BOA	CPA: Allow decimals in CPE field	Q3 2009
BOA	CPA: Change Text on Disclosure statement	Q3 2009
BOA	CPA: Firm:Change Text on Disclosure statement	Q3 2009
DOA	Kanview: Add Salaries	Q3 2009
KDOR	PVD: File Layout Redesign	Q3 2009
SOS	BESS: 2009 Enhancements	Q3 2009
SOS	AR: 2009 Enhancement	Q4 2009
SOS	CGS/LGS: Redesign/Combine	Q4 2009

Support Statistics

~The below table summarizes the number of Live Chats, Emails and Cases Reported from December 1st – 23rd:

Month	Live Chat	Email	Cases Reported
Jan-08	34	326	40
Feb-08	67	325	58
Mar-08	59	340	37
Apr-08	48	387	39
May-08	49	135	76
Jun-08	57	423	136
Jul-08	64	219	166
Aug-08	60	248	179
Sept-08	62	131	88
Oct-08	98	208	225
Nov-08	117	281	332
Dec-08	63	493	180

Site Promotions

~Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on December 8th and 22nd on the documented rotation schedule.

Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from December 1st – 26th:

Page	Page Views	Time on Page
Government	49,265	59.97
Services	28,033	64.21
Subscribers	19,924	49.65
Business	14,140	59.34
Tiles	8,321	131.32
Tourism	7,832	67.54
Community	5,552	62.01
Help Center	4,109	65.13
Education	3,307	60.61
Photo Gallery	2,398	128.39

Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from December 1st – 26th:

Zone	Feature	Page Views
Primary	Business Entity Search	652
	Employee Service Center	585
	Kansas Business Center	575
	Agency Association Listings	487
	Starting a Business	338
Secondary	Agency Association Listing	2211
	Employee Service Center	1624
	Civil Service Jobs	1188
	Legislature	1167
	District Courts	910

Marketing

~Continued to run two ads on CJOnline.com, which launched in October and ran through December. The first ad is focused on Business Services (KANN, District Court Search, Background Checks, and Regulatory Business Filings). The second ad is focused on Citizen Services (Auto Tag Renewal, Property Tax Payment, Professional License Renewal, and Unclaimed Property Search). Each ad links to appropriate jump pages.

~Created the following overview brochures to highlight key services featured within the 2008 Business Plan/Marketing Plan.
- Kansas Business Center
- Kansas Small Business Development Center

~Developed a jump page for the Kansas County District Court Record Search service giving users an opportunity to view a demo before subscribing to the service.

~Created and delivered Kansas.gov holiday cards to our partners, board members and key officials in the state.

~Distributed the 2009 Kansas.gov Calendar featuring 12 photo submissions from the Kansas.gov Photo Gallery. Photos were selected internally based on a rating scale and permission was received from the photographers for the calendar print. Calendars were given to the INK Board, partners, JCIT members and photographers as holiday gifts.

~Hosted the annual JCIT/INK Board Holiday dinner at Aboud's on December 8. Each attendee was given a Kansas.gov calendar, overview brochure, mug and holiday card.

~Created new Kansas.gov Emergency Hours contact cards which will be given to partners for utilization during emergency situations.

~Held discussions with contacts from the Attorney General & Kansas Bureau of Investigation offices to discuss the creation of a Cybercrimes Web site.

~Continued discussions with Duncan Friend of Dept of Administration to finalize proposed approach for Kansas IT/eGovernment Awards in 2009.

~Efforts continued against the Kansas Business Center initiative in the month of December:
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